



CANNON BUILDING
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STATE OF DELAWARE
DEPARTMENT OF STATE

DIVISION OF PROFESSIONAL REGULATION

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PUBLIC MEETING MINUTES:	The Manufactured Home Installation Board
MEETING DATE AND TIME:	Monday, October 1, 2012 at 9:00 a.m.
PLACE:	861 Silver Lake Boulevard, Dover, Delaware Conference Room B, Cannon Building
MINUTES APPROVED:	November 5, 2012

MEMBERS PRESENT

Keith Rudy, President
Richard Snyder, Vice-President
Charlie Eggleston, Education Officer
Leslie Persans, Secretary
Victor Kennedy
James Brockton
Kevin Reinike
Dean Pierson

DIVISION STAFF/DEPUTY ATTORNEY GENERAL PRESENT

Sandy Wagner, Administrative Specialist III
Eileen Heeney, Deputy Attorney General
Jean Betley, Investigator

MEMBER ABSENT

Jill Fuchs

CALL TO ORDER

Mr. Rudy called the meeting to order at 9:00 a.m.

REVIEW OF MEETING MINUTES

The Board reviewed the minutes of the July 9, 2012 meeting. Mr. Eggleston made a motion, seconded by Mr. Snyder to approve the minutes. The motion was unanimously carried.

UNFINISHED BUSINESS

There was no unfinished business for October.

NEW BUSINESS

Discussion by the Division of Professional Regulation's Investigator on processes and procedures pertaining to complaints

Ms. Jean Betley, Lead Investigator, from the Division of Professional Regulation explained to the Board what ways a complaint could be sent to the Division. The Lead Investigator looks over every complaint to see if it is something that warrants an investigation. Ms. Betley explained that if the investigators can't substantiate the complaint then they will close the complaint. After the investigators gather the facts they would then open a complaint and the Board person assigned to the complaint would be contacted. A complaint may be sent to the Attorney General's Office. The Attorney General's office also has the discretion to close a complaint if there are no substantiating circumstances.

The Board wanted to know if the investigators would contact the contact person for help, such as going to the site and reviewing the cause for the complaint. Ms. Betley said if the facts and findings needed an expert from the Board, then the investigator would ask for help in determining the facts and findings at a site or looking over evidence. The Board stated that the Manufactured Home community is rather small and that everyone knows everyone else, but there are people doing work who do not have a license. Ms. Betley said that more people need to make complaints and that people should be encouraged to submit complaints. Ms. Betley discussed with the Board legislation that was passed for the Cosmetology Board to have an inspector that goes to all three counties and making sure people working in shops have licenses. Ms. Betley suggested that this could be an avenue for this Board if they choose to go in that direction. Ms. Persans told Ms. Betley that Kent County Inspectors would be available anytime that Ms. Betley would need for any complaints that may come in. Ms. Betley asked if Kent County would submit a complaint if they were to go to a site that they were inspecting and there was no licensed installer. Ms. Persans said that would be the case. Ms. Betley stated that right now they only have the jurisdiction to investigate a complaint that is filed, but if the Board could get internal inspectors then just with an anonymous phone call the inspector could go out and make the inspection right a way.

Discussion of the Letter sent out by Mr. James Collins in reference to the upcoming Legislative Session

Mr. Rudy discussed that the rules and regulations might need to be updated concerning the way the Board can discipline licensees.

Ms. Persans stated that they could put this information in their newsletter and maybe that will help with getting the word out. Mr. Eggleston said he doesn't feel they need to change the regulations and asked if anyone has access to the number of permits that have been issued. Mr. Eggleston felt that it would be a good idea to get a feel for the total number of permits and total number of complaints compared to the number of complaints that have been investigated and closed. Ms. Heeney discussed the Statute and possible changes the Board might want to look at, specifically section 4441. Ms. Heeney stated that the Board can make changes to the law to include what discipline an installer or inspector would get if someone is found guilty of violating the Boards law or rules and regulations. The current rules and regulations are a little

different than other Boards' disciplinary rules. Mr. Rudy stated that he thought that the Board should consider the changes that Ms. Heeney was discussing. Mr. Brockton stated that with the changes being discussed he wouldn't want the Board to give up any of the authority that they now have. Ms. Heeney said that it wouldn't be that difficult to strike amend Section 4441. Ms. Persans said that she thinks adding the new legislation would aid the investigators. Ms. Heeney will be putting together new language for the Board to look over for their next meeting. Ms. Persans made a motion, seconded by Mr. Eggleston, to have Ms. Heeney draft new language identifying infractions by licensee and the penalties involved. By unanimous vote, the motion carried.

Ratification of Manufactured Home Installation Application

Mr. Eggleston made a motion, seconded by Mr. Reinike, to ratify the application for a manufactured home installer license for the following person:

John Starke

By unanimous vote, the motion carried.

OTHER BUSINESS BEFORE THE BOARD (for discussion only)

The Board discussed the next meeting date and asked if November 5, 2012 would work for everyone. Mr. Pierson stated he would not be able to make that meeting date.

PUBLIC COMMENT

There was no public comment at this meeting.

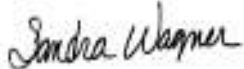
NEXT SCHEDULED MEETING

The next meeting was scheduled for Monday, November 5, 2012, at 9:00 a.m. in Conference Room B, second floor of the Cannon Building, 861 Silver Lake Boulevard, Dover, Delaware.

ADJOURNMENT

There being no further business, Mr. Eggleston made a motion, seconded by Mr. Snyder to adjourn the meeting. By unanimous vote, the motion carried. The meeting adjourned at 10:10 a.m.

Respectfully submitted,



Sandra Wagner
Administrative Specialist III

The notes of this meeting are not intended to be a verbatim record of the topics that were presented or discussed. They are for the use of the Board members and the public in supplementing their personal notes and recall for presentations.